USER GUIDE

Payment terminal PAX S80

Sonera

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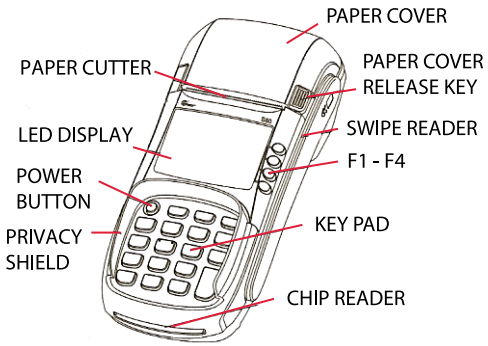
1.1 Important

NB: If the user fails to adhere to these instructions and the terminal is damaged, the warranty on the terminal does not apply!

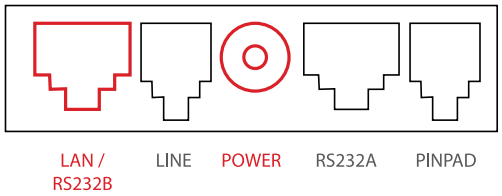
- Use the terminal only in an earthed socket connected to a fuse.
- Protect the power cord and the modem. If damaged, they must no longer be used.
- The voltage of the power supply must not differ from the voltage specified for the terminal.
- The terminal must be firmly placed on a table. It must not be placed in direct sunlight, a hot temperature or in a moist or dusty place.
- The terminal is not waterproof.
- The terminal must be used only indoors.
- Do not insert any foreign objects in the reader slots or cable ports of the terminal. This might seriously damage the terminal.
- If the terminal is damaged, please contact Sonera's Technical Corporate Customer Service. You must not repair the terminal yourself.
- Only use appropriate paper in the terminal to avoid paper jams and damage to the printer.
- Never use thinner, trichloroethylene, or ketone-based solvents for cleaning the terminal. These substances may damage the terminal's plastic or rubber parts.
- Never spray cleaners or other solutions directly onto the screen or keypad. Instead, use a cleaning cloth or the like.

1.2 Terminal structure

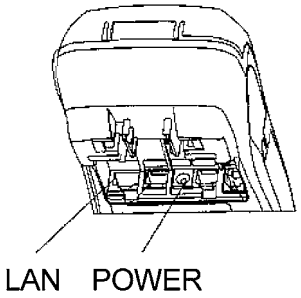


1.3 Connecting the terminal

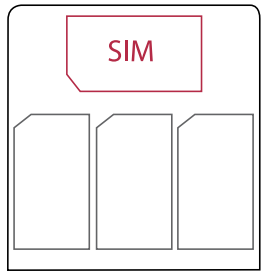
- Place the terminal on a table.
- Plug the power cord into the power cord.
- Detach the cord shield from the bottom of the terminal.
- Plug the necessary cords/cables into the correct sockets at the back panel.
- Put the cord shield back in its place.
- Insert the SIM card into the device (NB: This is necessary only when you take a replacement device into use.)
- Switch the terminal on by pressing the on/off button



Plug the Ethernet cable into the socket labelled: LAN. Plug the power cord into the socket labelled: POWER.



Put the black connecting piece provided with the power cord and the cord shield in their places.



A SIM card is ready-installed in Sonera Payment Terminals but not in the replacement devices. If you take a replacement device into use, remove the SIM card from the payment terminal and insert it into the replacement device. Unscrew the cover on the bottom of the terminal. Place the SIM card in the SIM card holder, which is located crosswise in the terminal, and slide the locking mechanism in place. Screw the cover back on.

NB: The SIM card must NOT be used in any other devices than Sonera Payment Terminals.

1.4 Testing the connection

When the terminal is been switched on for the first time, a text appears on the screen:

BLACKLIST MISSING
UPDATE THE BLACKLIST?
YES = ENTER / NO = CANCEL

Press the Enter-button. The terminal sets up a connection to the bank. The word CONNECTING is displayed on the screen. If the connection is successfully set up, the word CONNECTED appears on the screen. The terminal retrieves the payment terminal information, AID and BIN tables, EMV keys and the blacklist from the bank. The words SENDING and RECEIVING alternate on the screen, and consecutive numbers are displayed.

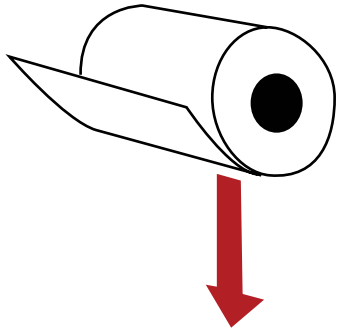
After this, the terminal is ready for use.

NB! If you use the terminal via broadband and there are fixed IP-addresses on the network, please look for more information on page 19.

If the connection does NOT work, see section 6, TROUBLESHOOTING, for further guidance.

You can also test the connection by pressing MENU and Enter. Then choose SEND BATCH.

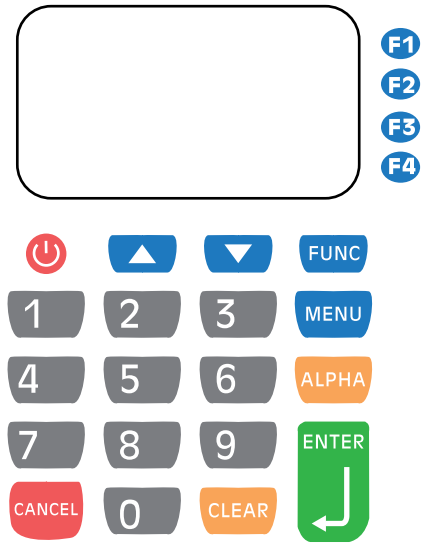
2.1.1 Changing the paper roll



The terminal uses thermal paper. Width of the paper roll: 58 mm, diameter: 50 mm. You can order the paper rolls from us. See contact information on section 9.

- Press the paper cover release button to unlock the cover of the paper compartment.
- Place the paper roll in the compartment. Make sure that the paper feeds from the underside of the roll towards the front of the device.
- Pull the end of the paper out of the compartment beyond the tear bar and close the paper compartment cover.

2.1.2 Keypad



2.1.3 Using the menus

To browse through the menus, use the arrow keys. To confirm your selections, press Enter. To go back to the previous menu, press Cancel. To return to the start view, press Cancel repeatedly. In the menus, make your selections using the keys F1 to F4. When you go to the Batch menu or to the Parameters menu, the terminal says Press Enter.

2.2 TRANSACTIONS

2.2.1 Chip card transactions

ENTER AMOUNT: Enter the amount in euros, including cents, and press Enter.
PLEASE INSERT OR SWIPE CARD: Insert the card in the chip card reader slot, the chip facing up.
CREDIT / DEBIT: The customer selects the payment method.
ENTER PIN: The customer enters the PIN code and presses Enter.

(To skip the PIN code, just press Enter. This means that the merchant takes full responsibility.)

The terminal prints the receipts. The first receipt is for the merchant, the second one is for the customer.

If the transaction has been confirmed with a PIN code, the customer need not sign the receipt. The terminal reminds the salesperson to check the identity of anyone whose receipt total exceeds €50.00, depending on card type. Press Enter and check the customer's identity. On the receipt, write the last four digits of the customer's identity number and indicate how you checked the identity.

REMOVE CARD: Remove the card from the reader. Make sure that the card remains in the reader slot for the entire transaction, or the operation is aborted.

2.2.2 Swipe card transaction

ENTER AMOUNT: Enter the amount in euros, including cents, and press Enter.
PLEASE INSERT OR SWIPE CARD: Swipe the card through the reader.
CREDIT / DEBIT: Select the payment method.

The terminal prints the receipts. The first receipt is for the merchant, the second one is for the customer. Ask the customer to sign the receipt. The terminal reminds the salesperson to check the identity of anyone whose receipt total exceeds €50.00, depending on card type. Press Enter and check the customer's identity. On the receipt, write the last four digits of the customer's identity number and indicate how you checked the identity.

2.2.3 Void

NB: You can only void transactions that are still in the device memory and has not been sent to the bank.

Press MENU F1 and select VOID.

ENTER RECEIPT NUMBER: The terminal shows the number of the latest receipt as default. Press Enter to accept it, or enter another receipt number and press Enter.
PLEASE INSERT/SWIPE CARD: Insert the card in the reader or swipe the card.

The terminal prints the receipts. The first receipt is for the merchant, the second one is for the customer. If necessary, ask the customer to sign the receipt.

TRANSACTION NOT FOUND: If you see this text, you have either entered the receipt number incorrectly or the transaction is no longer in the terminal memory.

2.2.4 Manual entry

Press MENU F1 and select MANUAL ENTRY.
ENTER CARD NUMBER: Enter the card number and press Enter.
ENTER EXPIRY DATE MMYY: Enter the expiry date of the card and press Enter.
DEBIT / CREDIT: Select the payment method.
ENTER AMOUNT: Enter the amount in euros, including cents, and press Enter.
DIAL YES/NO: If you want the terminal to verify the transaction, select YES.

Manually entered transactions must always be verified. If you bypass the verification, the terminal will ask you to enter a verification code. Call the verification centre, type in the number they give you, and press Enter. You can also bypass this procedure by entering 9999. In this case, the responsibility lies with your company.

The terminal prints the receipts. The first receipt is for the merchant, the second one is for the customer. Ask the customer to sign the receipt. The terminal reminds the salesperson to check the identity of anyone whose receipt total exceeds €50.00, depending on card type. Press Enter and check the customer's identity. On the receipt, write the last four digits of the customer's identity number and indicate how you checked the identity.

NOT ALLOWED: The number of this card may not be entered manually.

2.2.5 Receipt copy

Press MENU F1 and select PRINT COPY from the menu.
RECEIPT NUMBER: The terminal shows the number of the latest receipt as default.
Press Enter to accept it, or enter another receipt number and press Enter.

The terminal prints a copy of the receipt.

2.2.6 Return

The RETURN function can be used at any time. However, you want to cancel a transaction made on the same day, use the VOID function (page 10) instead.

NB: The RETURN function is NOT permitted for bankcard purchases.

Press MENU F1 and choose RETURN.
TOTAL: Enter the amount in euros, including cents, and press Enter.
PLEASE INSERT OR SWIPE CARD: Insert the card to the chip slot or swipe the card from the magnetic card reader.
CREDIT / DEBIT: Select the payment method.
ENTER PIN AND PRESS ENTER: If the card is a chip card, the customer enters the PIN code and presses Enter.

The terminal prints the receipts. The first receipt is for the merchant, the second one is for the customer. If the transaction has been confirmed with a PIN code, the customer need not sign the receipt.

The terminal reminds the salesperson to check the identity of anyone whose receipt total exceeds €50.00, depending on card type. Press Enter and check the customer's identity. On the receipt, write the last four digits of the customer's identity number and indicate how you checked the identity.

2.2.7 Cashback

Cashback refers to transactions where you withdraw money simultaneously as you pay for purchases.

Press MENU F1 and select Cashback.
Purchase amount: Enter the total amount of the purchases. Press Enter.
Cashback amount: Enter the cashback amount. Press Enter.
Insert the card. The customer inserts a chip card into the reader.
Enter PIN: The customer enters a PIN code and presses Enter.
PIN code and presses Enter.

The payment terminal verifies the transactions and prints out receipts. Check the customer's identity. Both receipts must be signed by the customer and the salesperson.

Cashback transactions are indicated on a separate line in the payment terminal's batch report, with the Cashback amount on a line of its own. The purchase amount is found at the Debit or Credit purchases, depending on the method of payment.

NB: A cashback transaction is allowed only in connection with purchases, and it must be made with a chip card and confirmed with a PIN. The transaction must always be verified.

2.3 REPORTS AND BATCH SENDING

2.3.1 Batch report

Press MENU and Enter.
Select PRINT BATCH.

The terminal prints a report on the day's transactions, classified by card type.
Please note that the terminal automatically clears this report when the batch has been successfully sent to the bank.

2.3.2 Monthly report

The monthly report can also be used, for example, as a shift report. The terminal keeps adding transactions to the report until it is reset. You must always print the report before resetting it.

To print a monthly report:

Press MENU and Enter.
Select MONTHLY REPORT. Choose MONTHLY REPORT again.
The terminal prints a report itemized by card.

To reset the monthly report:

Press MENU and Enter.
Select MONTHLY REPORT. Select RESET REPORT.
The terminal resets the report.

2.3.3 Batch sending

The terminal sends the batch automatically provided that a transmission time has been specified in its settings. The batch can also be sent manually if, for example, the automatic sending fails.

NB: The automatic batch sending does not work if the terminal is switched off.

Press MENU and Enter.
Choose SEND BATCH.

The terminal prints a batch report and sets up a connection to the bank. Then the terminal sends the batch and retrieves the AID and BIN tables, EMV keys, and the blacklist.

If the batch was sent successfully, the following text is printed on the report: BATCH SENDING OK. If there are no transactions on the terminal, the text will not be printed.

2.3.4 Blacklist

The terminal updates the blacklist automatically when sending the batch. The blacklist can also be updated manually, if it is not on the terminal.

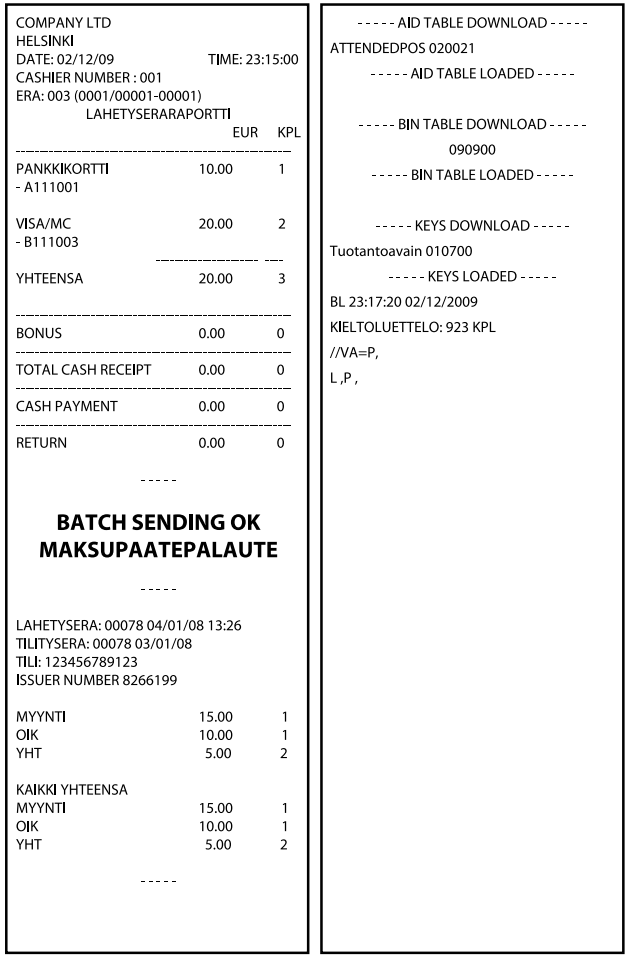
Press FUNC and Enter
Select DOWNLOAD
Select FROM HOAST
Select BLACKLIST
Select FULL/UPDATE

FULL = the terminal retrieves the entire blacklist database
UPDATE = the terminal updates the blacklist database.

The terminal sets up a connection to the bank and updates the blacklist. The number of blacklisted items will be printed on the receipt.

2.3.5 Report explanations

Example of a batch report and the items printed on it



COMPANY LTD
HELSINKI
DATE: 02/12/09 TIME: 23:15:00
CASHIER NUMBER : 001
ERA: 003 (0001/00001-00001)
LAHETYSERARAPORTTI

	EUR	KPL
PANKKIKORTTI - A111001	10.00	1
VISA/MC - B111003	20.00	2
YHTEENSA	20.00	3
BONUS	0.00	0
TOTAL CASH RECEIPT	0.00	0
CASH PAYMENT	0.00	0
RETURN	0.00	0

BATCH SENDING OK
MAKSUPAATEPALAUTE

LAHETYSERA: 00078 04/01/08 13:26
TILITYSERA: 00078 03/01/08
TILI: 123456789123
ISSUER NUMBER 8266199

MYYNTI	15.00	1
OIK	10.00	1
YHT	5.00	2
KAIKKI YHTEENSA		
MYYNTI	15.00	1
OIK	10.00	1
YHT	5.00	2

- - - - - AID TABLE DOWNLOAD - - - - -
ATTENDEDPOS 020021
- - - - - AID TABLE LOADED - - - - -

- - - - - BIN TABLE DOWNLOAD - - - - -
090900
- - - - - BIN TABLE LOADED - - - - -

- - - - - KEYS DOWNLOAD - - - - -
Tuotantoavain 010700
- - - - - KEYS LOADED - - - - -
BL 23:17:20 02/12/2009
KIELTOLUETTELO: 923 KPL
//VA=P,
L ,P ,

Items on the report:

BATCH SENDING OK: This text indicates that the batch was sent successfully.

MAKSUPAATEPALAUTE: information of the previous batch sending. This only comes if it has been formed at the bank. It never comes on weekends and bank holidays or if the terminal has not been in use.

AID TABLE, BIN TABLE and EMV KEYS: The terminal updates this information, if it can be retrieved from the bank.

KIELTOLUETTELO (BLACKLIST): This is the number of cards on the blacklist.

2.3.6 Issue report

The terminal sends all transactions forward from its memory to Point reporting. From this service the batches are forwarded daily to the chosen bank or credit card company. If any problems occur during the forwarding of the batches, the terminal will print out information about the situations on an issue report. In order to save paper, the terminal will print out 20 issues at the most.

Here are listed all the types of issues that can be printed on the issue report, and also the proper actions that will fix the problem. The issue report will be printed from the terminal during a batch sending until the issues are acknowledged or fixed. The term ”batch receiver” refers to the bank or credit card company to which the batch is forwarded from Point reporting.

- **PENDING** = The batch is waiting to be forwarded to its receiver.
  Actions = No actions required. The batch will be automatically forwarded.

- **OLD TRANSACTIONS** = Over 20 days old transactions have been sent to Point reporting.
  Actions = The batch can be forwarded by Point. Contact Point’s customer service. If the transactions have already been processed through other ways, the issues can be acknowledged from Point reporting or from the terminal.

- **SENT TO BANK FAILED** = Sending of the batch to the receiver has failed.
  Actions = Contact the batch receiver (bank / credit card company) and check why the sending has failed. If the batch must be sent again, it will be done by Point. Please contact Point’s customer service. If the batch has been processed in the bank, the issue can be acknowledged from Point reporting or from the terminal.

- **NOT SENT, CONTAINS DUPLICATES** = The batch has not been sent forward because it contains duplicate material.
  Actions = Contact your own bank and check the duplicates that the batch contains. If the batch must be sent again, it will be done by Point. Please contact Point’s customer service about the issue. If the batch has been processed through other ways, the issue can be acknowledged from Point reporting or from the terminal

- **SENT TO BANK, REPORT OVERDUE** = The batch has been forwarded to the receiver, but the report has been delayed.
  Actions = Contact the batch receiver and confirm that the batch has been successfully received. Acknowledge the issues from Point reporting or from the terminal.

- **ALL REJECTED** = The batch has been rejected by the receiver.
  Actions = Contact the batch receiver and check why the batch has been rejected. If the batch needs to be sent again, it will be done by Point. Please contact Point’s customer service. If the batch has already been processed through other ways, the issue can be acknowledged from Point reporting or from the terminal.

- **PARTLY REJECTED** = Part of the transactions that the batch contains have been rejected by the receiver.
  Actions = Contact the batch receiver and check why the batch has been partially rejected. When the batch has been processed the issue can be rejected from Point reporting or from the terminal.

- **MISMATCH IN PAYMENT** = The batch sum does not match with the bank statement.
  Actions = Contact your bank and acknowledge the issue from Point reporting or from the terminal.

- **PAYMENT OVERDUE** = Payment to the bank account has been delayed.
  Actions = Contact your own bank and acknowledge the issues from Point reporting or from the terminal.

2.3.7 Issue acknowledgement

Press FUNC and Enter.
Select FUNC ande choose ISSUE REPORT F2
Select ACKNOWLEDGE ISSUE F3.
ISSUE ID: Type in the four-digit number that is next to the issue and press Enter.

The terminal connects to Point reporting, acknowledges the issue and displays on the screen ISSUE ACKNOWLEDGED.
If the acknowledgment fails, the screen displays COULD NOT ACKNOWLEDGE ISSUE.

NOTE! Once an issue is acknowledged, it cannot be in any cases sent again. Acknowledging an issue is always the responsibility of the Merchant.

2.4 AUTHORIZATION CODES

If the transaction is declined by the authorization centre, a response code indicating why the transaction was declined will be printed on the receipt. Transactions are declined on the basis of notifications given by the bank or Credit Card Company.

000 to 009 are codes of acceptance

- 000 Accepted
- 001 Check ID
- 002 Accepted for a partial amount
- 003 Accepted (VIP)
- 005 Accepted, account type defined by the card donor
- 006 Accepted for a partial amount, account type defined by the card donor
- 007 Accepted, chip update

100–199 Declined, card removal not needed

- 100 Declined
- 101 Card is no longer valid
- 102 Suspected cards counterfeit
- 103 Cashier, call to recipient
- 104 Limited card
- 105 Cashier, call to the recipients' security department
- 106 Exceeds PIN-code attempts
- 107 Cashier, call to the card donor
- 108 Cashier, check the card donors' special terms, do a manual authorization
- 109 False payment recipients' identifier
- 110 False amount
- 111 False card number
- 112 PIN-code required
- 113 Commission not accepted
- 114 False account type
- 115 Required action not supported
- 116 Not accepted
- 117 False PIN
- 118 Unknown card
- 119 Transaction is not allowed for card holder
- 120 Transaction is not allowed for payment terminal
- 121 Exceeds withdrawals floor limit
- 122 Security violation
- 123 Exceeds withdrawals time limit (too often)
- 124 Crown violation
- 125 Card is not yet valid
- 126 False PIN block
- 127 False PIN length
- 128 False PIN key synchronization
- 129 Suspected abuse

200–299 Declined, card removal needed

- 200 Declined
- 201 Card expired
- 202 Suspected card counterfeit
- 203 Cashier, contact the recipient
- 204 Limited card
- 205 Cashier, contact recipients' security department
- 206 Exceeds PIN-code attempts
- 207 Special situation
- 208 Extinct card
- 209 Stolen card
- 210 Suspected abuse

- 300 Successful
- 306 Unsuccessful
- 307 Unsuccessful, form fault

- 400 Declined. Accepted revocation of authorization, try again

2. DAILY USE

900–999 System error, authorization not successful

902	False transaction
903	Do the transaction again
904	Form fault, try again
905	Unable to route the transaction to recipient
906	Temporary usage brake in the card donors system
907	No connection to the card donor
908	Unable to route the message
909	System error
910	Unable to connect to the card donor
911	Unable to connect to the card donor
912	Card donor not available
913	Dual transaction sending
914	The original transaction can not be traced
915	Control error, card donors' system temporarily unavailable
916	MAC-error
917	MAC-synchronization error
918	Data transfer keys not available
919	Encryption keys' synchronization error
920	Security program error, try again
921	Security program error, no transaction
922	Unknown message number
923	Transaction is been processed
930	Payment terminal error, date error

1Z3	Unable to connect to authorization centre, try again
0Y1	Offline accepted, no authorization
0Y3	Offline accepted, unsuccessful

3.1 Terminal settings

The Settings menu items listed below are the ones that apply to the PAX S80 terminal. Some of the settings are explained in greater detail further below (section number given in brackets).

Press FUNC and Enter. Select SETTINGS.

BATCH TIME (3.3)	Batch time of the terminal
CASHIER NUMBER (3.4)	Cashier number of the terminal
TCP/IP PARAMETERS (3.5)	DHCP / FIXED IP
CALL TYPE (3.6)	AUTO / LAN / GPRS
LANGUAGE	FINNISH / SWEDISH / ENGLISH
EXTRA AMOUNT (5.3)	Settings of the Extra/Tip function
CASH RECEIPT (5.1)	YES / NO
POWER OPTIONS	NOT IN USE
AUTH. MANDATORY (5.5)	YES / NO
TIME SETTINGS (3.8)	Time and date
VAT (5.4)	YES / NO
PREAUTHORIZATION (5.6)	YES / NO
MULTICASHIER VER (5.8)	YES / NO
SOUND (5.9)	ON / OFF

3.2 Printing the parameters

Press FUNC and Enter.
Select PRINT PARAMETERS F2.
Select PARAMETERS F2.

The terminal prints a list of parameters with the settings of the terminal.
You should keep the printed list for later use.

3.3 Batch time

The terminal will send the batch automatically if you set a certain time to its settings. The terminal needs to be on during that time. We recommend that you set the time after your closing time. You should avoid even hours.

If you do not want to use the automatic batch sending, set the time to be 9999. Note that you need to send the batch by your self.

Go to the Edit-menu selection: BATCH TIME.
Enter here the batch time you want to use and press Enter. (E.g. 0315)

3.4 Cashier number

If you use more than one terminal, it is important to specify the terminals by using different cashier numbers. The cashier number is printed on the receipts. Using the cashier number it is possible to know by which terminal the transactions have been made.

Go to the Edit-menu selection: CASHIER NUMBER.
Enter here the number you want to use and press Enter. The number has to be three digits long e.g. 001.

3.5 Fixed IP-address

If the network you use has fixed IP-addresses you need to define them to the terminal settings.

NB: Only when connecting via broadband.

Go to the Edit -menu selection: TCP/IP PRAMETERS and choose FIXED IP.

ACTIVE IP ADDRESS	IP-address that the terminal uses
GATEWAY	Gateway address
SUBNET MASK	Subnet mask address
DNS1	Not needed (0.0.0.0)
DNS2	Not needed (0.0.0.0)

NB: You make the dot by pressing first 1 and then three times ALPHA-button.

3.6 Connection type

Go to the Edit-menu selection: CONNECTION TYPE.

AUTO	Terminal uses both broadband and GPRS connection
TCP/IP SSL	Terminal uses broadband connection
GPRS SSL	Terminal uses GPRS connection

3.7 Language

Go to the Edit-menu selection: CONNECTION TYPE.
Select the language you want to use Finnish, Swedish or English.

3.8 Changing the time and date

Go to the Edit-menu selection: TIME SETTINGS.
Choose ADJUST CLOCK.
Choose the item you want to change using the F keys and change it.

3.9 Sound

Go to the Edit-menu selection: SOUND.
Choose on or off to set the key sound on or off.

4.1 Downloading the parameters

NB: You only need to download the parameters on the equipment suppliers demand.

Press FUNC and Enter
Select DOWNLOAD
Select FORM LOADPOINT
Select PHONE

The terminal starts to download the parameters. A dash line appears on the screen, and as the download proceeds, it is replaced by stars. The terminal will print the text “SUCCESSFUL PARAMETERS DOWNLOAD” on the receipt.

NB: After the parameters have been downloaded, you must set up a connection to the bank with the terminal.

Press MENU and Enter.
Select SEND BATCH.

4.2 Downloading the certificate

NB: The certificate is already downloaded on to the terminal when you receive it.

Press FUNC and Enter
Select DOWNLOAD
Select DOWNLOAD CERTIFICATE

The terminal downloads the certificate and prints out: “SUCCESSFUL CERTIFICATE DOWNLOAD“.

5.1 Cash receipt

You can use the cash receipt when the customer pays with cash and you want to print a receipt with the terminal. Cash receipts are also listed on the reports.

To activate the cash receipt, go to the Settings menu (page 19).

To make a cash receipt:

Press MENU F1.
Choose CASH RECEIPT.
Choose CASH RECEIPT SALE.
ENTER AMOUNT: Enter the amount in euros, including cents, and press Enter.
VAT %: Enter the VAT percentage and press Enter.

The terminal prints the receipts.

To void a cash receipt sale:

Press MENU F1.
Select CASH RECEIPT.
Select CASH RECEIPT VOID.
ENTER AMOUNT: Enter the amount in euros, including cents, and press Enter.
VAT %: Select the VAT percentage.

The terminal prints the receipts.

5.2 Cash withdraw

Cash withdraw is used when the customer wants to withdraw cash from your cash register. You make a transaction with the terminal and give the customer cash. Merchant gets 50 cents of the transaction.

E.G. The customer wants to withdraw 10,00 €. You make a transaction with sum 10,50 € and give the customer 10,00 €.

NB: You are only allowed to withdraw cash with a bank card. To be able to withdraw cash, you must conclude an agreement with your bank.

Press MENU F1.
Select CASH WITHDRAW.
ENTER AMOUNT: Enter the amount in euros, including cents, and press Enter.
PLEASE INSERT OR SWIPE CARD: Insert the card in the reader or swipe the card.
VISA / BANK: Select BANK.
ENTER PIN AND PRESS ENTER: If the card is a chip card, the customer enters the PIN code and presses Enter.

The terminal prints the receipts. The first receipt is for the merchant, the second one is for the customer. If the transaction has been confirmed with a PIN code, the customer need not sign the receipt.

The terminal reminds the salesperson to check the identity of anyone whose receipt total exceeds €50.00, depending on card type. Press Enter and check the customer's identity. On the receipt, write the last four digits of the customer's identity number and indicate how you checked the identity.

5.3 Extra / Tip

Extra is used e.g. in restaurants so that the customer can leave a tip for the waiter.

The Extra function is activated in the Settings menu (page 19).

Options:

NO = Extra function not activated
ONLY BEFORE = The extra amount is given during the transaction.
ONLY AFTER = A line labelled Extra is printed on the receipt, and the extra amount is entered separately in the terminal.
UNRESTRICTED = The terminal asks for Extra during the transaction, and an Extra line is also printed on the receipt.

NB: If the customer pays with a chip card, Extra can only be given during the transaction.

To enter extra in the terminal separately:

An amount has been written on the receipt on the Extra line. The amount must be entered in the terminal separately during the same day.

Press MENU F1.
Select EXTRA AMOUNT.
ENTER RECEIPT NUMBER: The terminal shows the number of the latest receipt as default. Press Enter to accept it, or enter another receipt number and press Enter.
EXTRA: Enter the amount and press Enter.

The terminal prints a receipt.

5.4 VAT

When you are making a transaction, the terminal asks you for the VAT rate. The vat percentage is calculated on the receipt.

The VAT function is activated in the Settings menu (page 19).

5.5 Mandatory authorization

If mandatory authorization has been activated, the terminal verifies all transactions automatically irrespective of the amount or card type.

Mandatory authorization is activated in the Settings menu (page 19)

5.6 Preauthorization

Preauthorization is a function that can be used to make sure the card is valid.

Preauthorization is activated in the Settings menu (page 19).

Press MENU F1.
Select PREAUTHORIZATION.
PLEASE INSERT OR SWIPE CARD: Insert the card in the reader or swipe the card.
VISA / BANK: Select BANK.
ENTER AMOUNT: The terminal suggests EUR 1. Press Enter.
ENTER PIN AND PRESS ENTER: If the card is a chip card, the customer enters the PIN code and presses Enter.

The terminal contacts the authorization centre, makes a cover reservation, and cancels it.

5.7 Invoice

The invoice works the same way as cash receipt. The only difference is that text Invoice is printed on the receipt.

To issue an invoice:

Press MENU F1.
Select INVOICE.
Select INVOICE.
ENTER AMOUNT: Enter the amount in euros, including cents, and press Enter.

The terminal prints the receipts.

To void an invoice:

Press MENU F1.
Select INVOICE.
Select VOID INVOICE.
ENTER AMOUNT: Enter the amount in euros, including cents, and press Enter.

The terminal prints the receipts.

5.8 Multi cashier

When you use multi cashier the terminal asks for CASHIER NUMBER. You can enter here any value from between 1–99. This is printed on the receipt. You can use the multi cashier version for example in a restaurant to separate servers.

Multi cashier has to be activated from the SETTINGS menu (page 19).

6.1 Version for multiple users

Sonera Payment Terminal Service also includes a function for multiple users. This function is useful when many entrepreneurs have to use the same payment terminal or when payment transactions must be directed to different accounts.

To print the list of users:

Press FUNC.
Select PRINT PARAMETERS and MULTIPLE USERS.

The terminal prints a list of the terminal users. The list shows their user numbers, receipt texts, and member shop numbers.

To make a payment transaction:

Enter amount: Enter the amount in euros, including cents, and press Enter. PLEASE INSERT OR SWIPE CARD: Insert the card in the chip card reader or swipe the magnetic stripe.
USER: Enter the user number and press Enter.
DEBIT / CREDIT: Select the payment method.
ENTER PIN AND PRESS ENTER: The customer enters the PIN code and presses Enter.

The terminal prints the receipts. The first receipt is for the merchant, the second one is for the customer.

If the transaction has been confirmed with a PIN code, the customer need not sign the receipt. The terminal reminds the salesperson to check the identity of anyone whose receipt total exceeds €50.00, depending on card type. Press Enter and check the customer's identity. On the receipt, write the last four digits of the customer's identity number and indicate how you checked the identity.

REMOVE CARD: Remove the card from the reader. Make sure that the card remains in the reader slot for the entire transaction, or the operation is aborted.

Reports:

Reports are printed just like in the basic version, but the batch report is printed separately for each user.

The monthly report is not available in the multiple-user version.

7.1 Notifications on the screen

BLACKLIST MISSING	A blacklist is missing from the terminal. For instructions on how to download the blacklist, see section 2.3.4.
USE MAG CARD	The terminal cannot read the chip. Use the magnetic stripe.
USE CHIP	The card has an EMV chip. Use the chip card reader.
PIN LOCKED	The pin code of the card in use has been locked. It can be unlocked by contacting the card donor or by using the card on an atm.
APPLICATION LOCKED	The application on the card has been locked. The card holder must contact the card donor.
"JÄSENLIIKENUMERO PUUTTUU"	Card is not included in the terminals card selection. It can not be used.
SERVICE NOT ALLOWED FOR THIS CARD PRODUCT	Card is not included in the terminals card selection. It can not be used.

7.2 Notifications on the receipt

CONNECTION ERROR	The terminal is unable to connect. See section 7.3.
BATCH SENDING ERROR	The terminal is unable to connect. See section 7.3.
"PYYTÄMÄÄNNE AINEISTOA EI OLE"	Is printed on the "Maksupäätepalaute" -section. The bank does not have information of the previous batch sending ready. This is normal after weekend or bank holiday.
"TAPAHTUMATIEDOSTO PUUTTUU"	Is printed on the "Maksupäätepalaute" -section. The bank does not have information of the previous batch sending ready. This is normal after weekend or bank holiday.
"ERROR FILE NOT EXISTENT"	Is printed on the "Maksupäätepalaute" -section. The bank does not have information of the previous batch sending ready. This is normal after weekend or bank holiday.
"OTA YHTEYS NEUVONTAAN"	Is printed on the "Maksupäätepalaute" -section. The request for the return report differs with the bank. Please, contact your bank.

7.3 Other errors

CONNECTION PROBLEM	There is a problem with the connection. Switch the terminal off and on and try again. If this does not help, there may be a problem with the ADSL modem. Switch the modem off and on and try again. Check whether the Internet connection is working. If the connection does not work, contact your broadband service provider. There may also be a problem with the SIM card or the GPRS subscription. Contact Sonera's Technical Corporate Customer Service.
TERMINAL DOES NOT READ CARDS	The reader may be stuck. Switch the terminal off and on and try again. The reader may also be dirty. Clean it and try again.
POWER IS OFF	Check the cables and switch the terminal on by pressing the power key.

7.4 Maintenance

NB: If you use the terminal via GPRS, take off the SIM card before you send it to maintenance. The SIM card needs to be transferred to the new terminal.

You must not repair the terminal yourself. If you suspect or know that the terminal is broken or damaged, contact Sonera's Technical Corporate Customer Service.

If Sonera's Technical Corporate Customer Service asks you to take the device to a repair shop, do as follows:

1. Send the batch to the bank, see 2.3.3 Batch sending.
2. Pack the terminal so that it is well protected during the transport.
3. Enclose a note explaining what the suspected fault is and whether there are any payment transactions in the terminal memory, and also give your contact details.
4. You need not send any cables with the terminal unless you want them to be checked as well.
5. Send the terminal to the repair shop by post. The postage is always paid by the sender.

Sonera Payment Terminal equipment is maintained by Point Transaction Systems Oy. Repair shop address:

Point Transaction Systems Oy /
Huolto

Vanha Nurmijärventie 62 D
01670 Vantaa

Processor: 32-bit, ARM9
Memory: 8MB FLASH, 16MB SDRAM
Display: 128x64 pixel LCD display with LED backlight
Keypad: 10 numerical keys with letters, 8 function keys, 4 display selection keys and 1 on/off key
Reader: Magnetic stripe, 3 tracks, 2-way. Chip cards EMV compatible.
SAM card slots: 3, ISO7816
Connections: Built-in Ethernet and GPRS as a standard feature
Printer: Thermal printer, speed: 20 lines/second.
Width of the paper roll: 58 mm, diameter: 50 mm
Dimensions: Length: 216 mm, Width: 95 mm, Height: 86 mm (including shield)
Weight: 525 g

Sonera Corporate Customer Service (dial 2) (Mon–Fri 8:00am–4:30pm)	0200 18818
Sonera's Technical Customer Service • technical problems (dial 2)	0206 90801
About Sonera Payment Terminal Service	www.sonera.fi/maksupaate

Orders for accessories:

• on the web:	www.sonera.fi/maksupaate/hallinta
or	
• Point Transaction Systems	09 477 433 43

Authorization centres:

Bank cards	0100 3100
Luottokunta	09 696 4646
American Express	0800 114 646
Diners Club	0800 955 55

Banks:

Handelsbanken	010 444 2545
Nordea	0200 672 10
OP-Pohjola Group	0100 051 51
Sampo	0600 125 25
Savings Banks / Aktia / Local Cooperative Banks	0100 4050
Ålandsbanken	020 429 2910

9.1 Returning the Payment terminal

If you stop using the Sonera Payment Terminal service, the service must be cancelled in writing on the sonera.fi website at the address www.sonera.fi/yhteydenotto, under "Liittymä- ja palvelumuutokset" (changes in subscriptions and services).
The payment terminal must be returned to the address below.

Point Transaction Systems Oy
Laitepalautus / Sonera
Vanha Nurmijärventie 62
01670 Vantaa

Sonera Corporate Customer Service

0200 18818
(mobile call charge / local network charge)

Sonera's Technical Customer Service

0206 90801 (dial 2)

Sonera